Seyfor

HelpDesk Guide

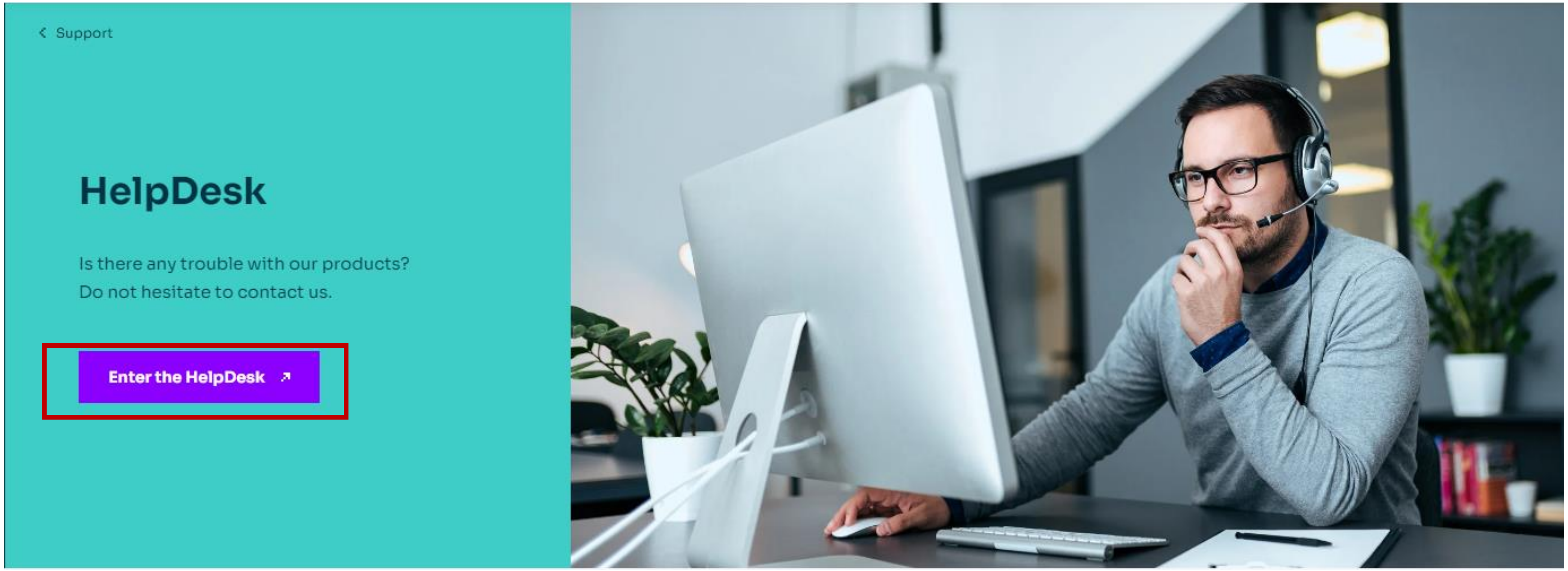
Incadea&OneCore Support team

Just sey it!

Access

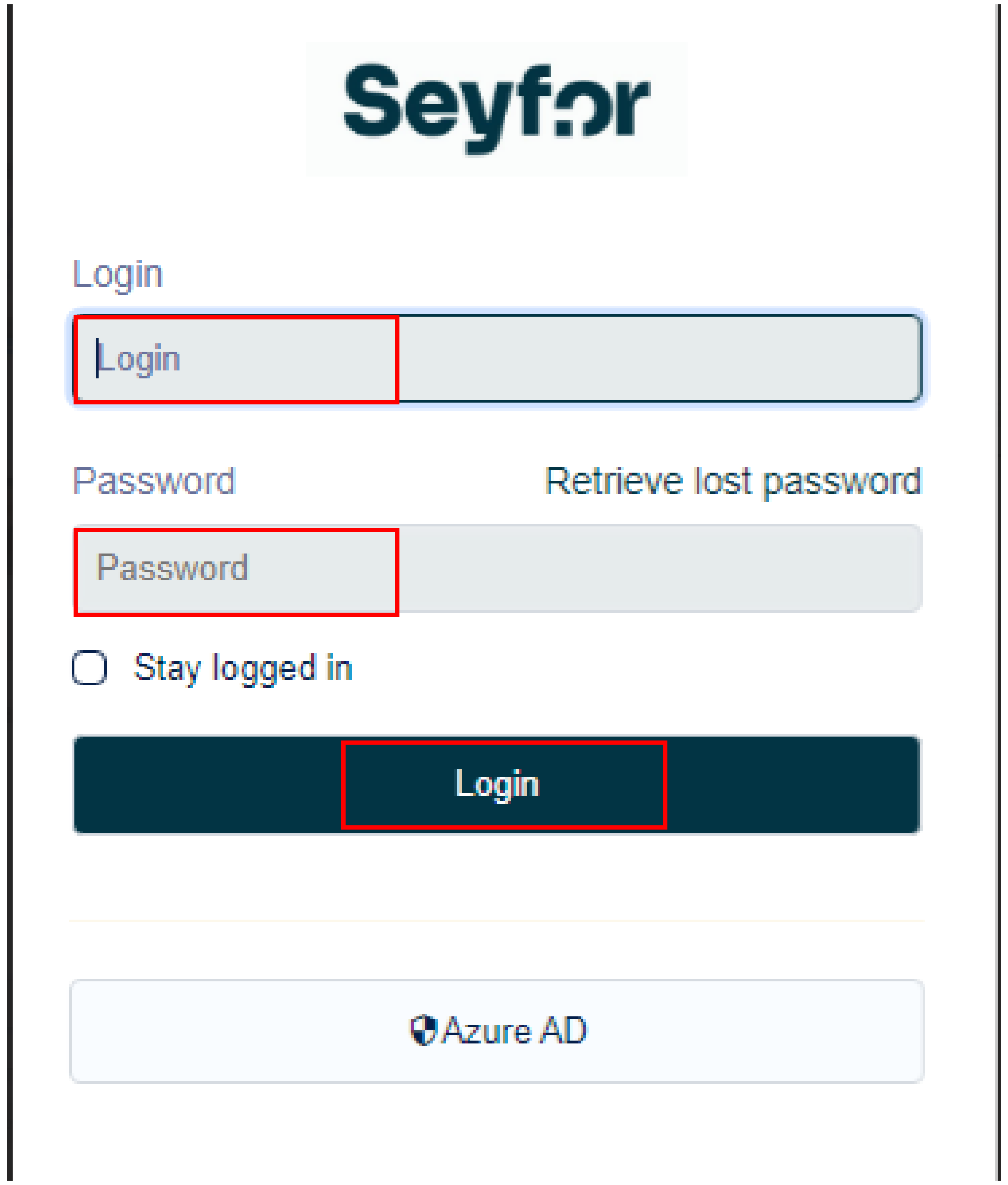
Helpdesk is accessed through this link - **HelpDesk | OneCore (one-core.com)**
„Enter the HelpDesk“:

You can also find the link in the login e-mail



Login to the HelpDesk system

For logging in to the system, you must enter the "Login" and "Password" that you received from us:



Basic terms

There are several basic terms which are good to know.

1 **Task ID**
Request number

2 **Subject**
Subject/brief description of the ticket

3 **Project**
Customer name

4 **Status**
Current status of the task (New, In Progress, Waiting for information, waiting for approval, waiting for test, waiting for 3rd Party, Returned from customer Resolved)

5 **Tracker**
Task Type (Incident, Service Request, Change Request, Question/Hotline

6 **Priority**
The priority level of the request (Low, Medium High, Urgent)

7 **Due date**
Planned delivery date for removal of business impact or agreed delivery date for testing

8 **Estimated time**
In the case of paid requests - Hours agreed by the customer for invoicing

9 **Assignee**
Current task solver on the side of Seyfor, a.s.

10 **Author**
The author of the task on the customer side.

11 **Start date**
The date the task was created

12 **Invoiced**
Invoiced task has "YES" flag

Basic terms

Task status

1
New
New task from customer (by e-mail, dashboard)

2
In progress
Task is assigned to the solution in Seyfor – status throughout the solution period

3
Waiting for information
Seyfor requires the customer to clarify the specification, approve FDD, IDD, …

4
Waiting for approval
Seyfor requires the customer to approve the labor estimate

5
Waiting for test
Seyfor requires the customer to make modification test

6
Waiting for the 3rd party
Seyfor or customer are waiting for a response from the third party

7
Returned from customer
Customer response to Seyfor about the status of the pending ticket

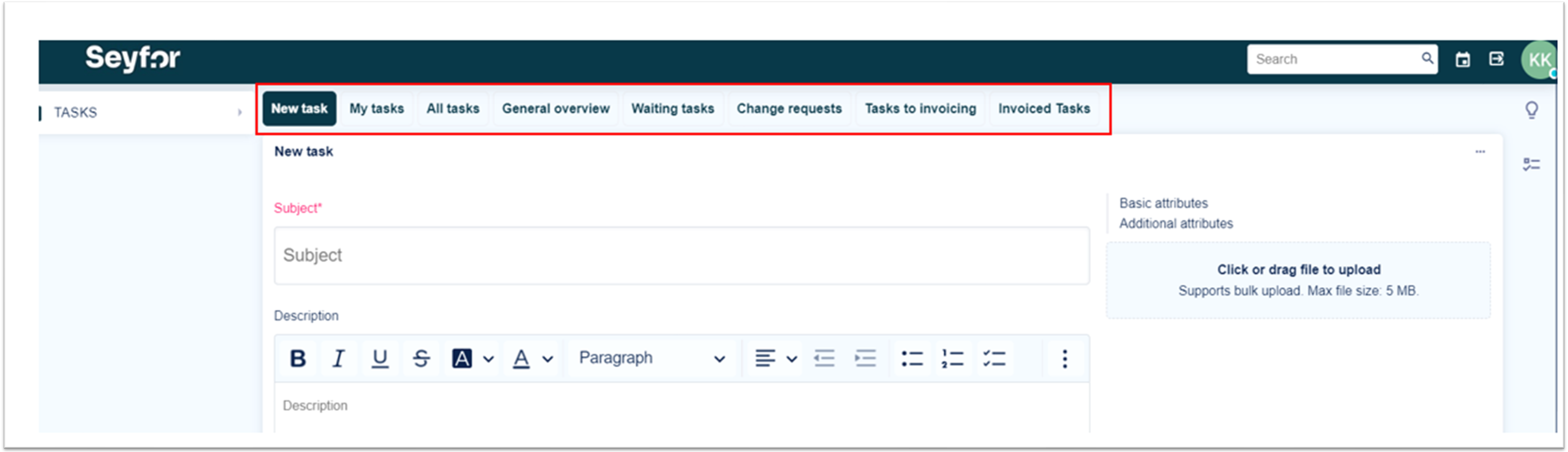
8
Resolved
Task is solved and if it is invoicing, then it falls into invoicing in the period when it was entered into this status

9
Cancelled
Task was cancelled without resolution

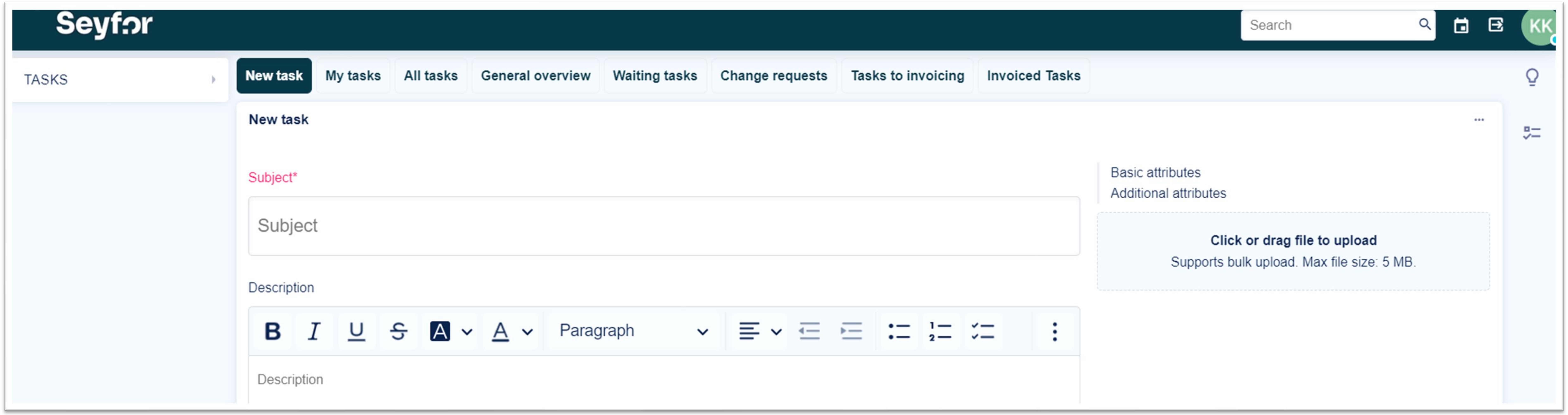
Preview from Easyredmine

Home screen description

When you enter the system, a home screen with a basic menu will appear:



Home screen description – New task

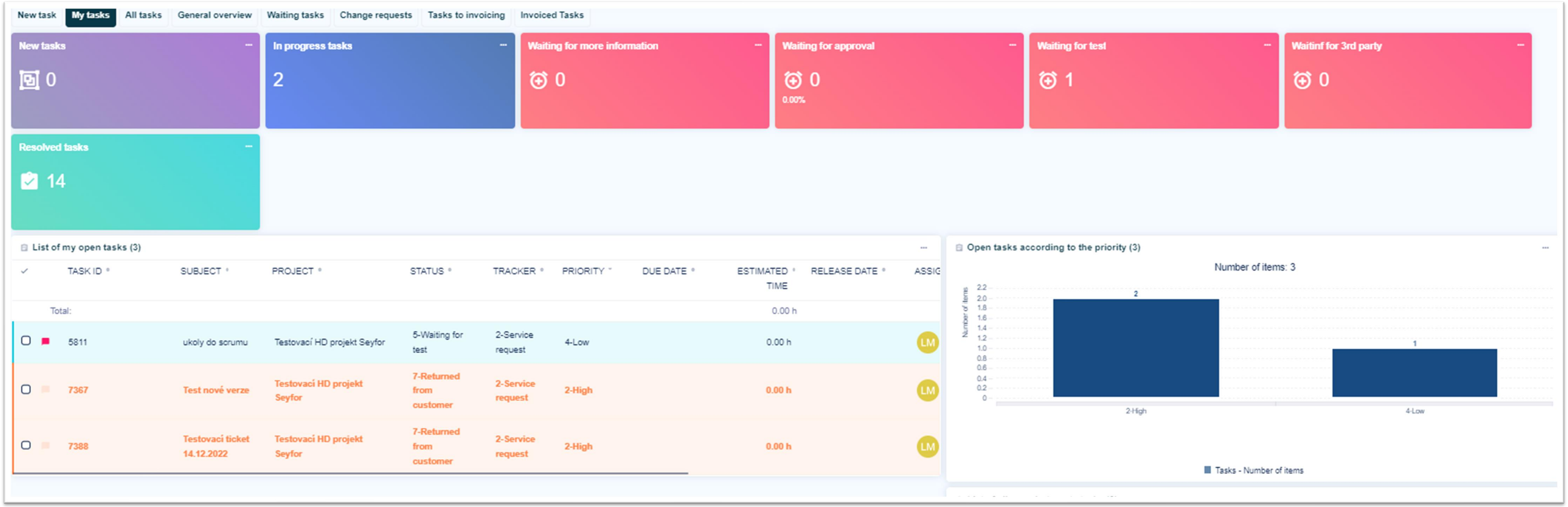


By filling a simple form, you can create a new task:

- Fill in the subject of the task
- If you are a member of multiple projects, select a project
- Tracker
- Priority
- Status leave New
- Detailed description

Home screen description – My tasks

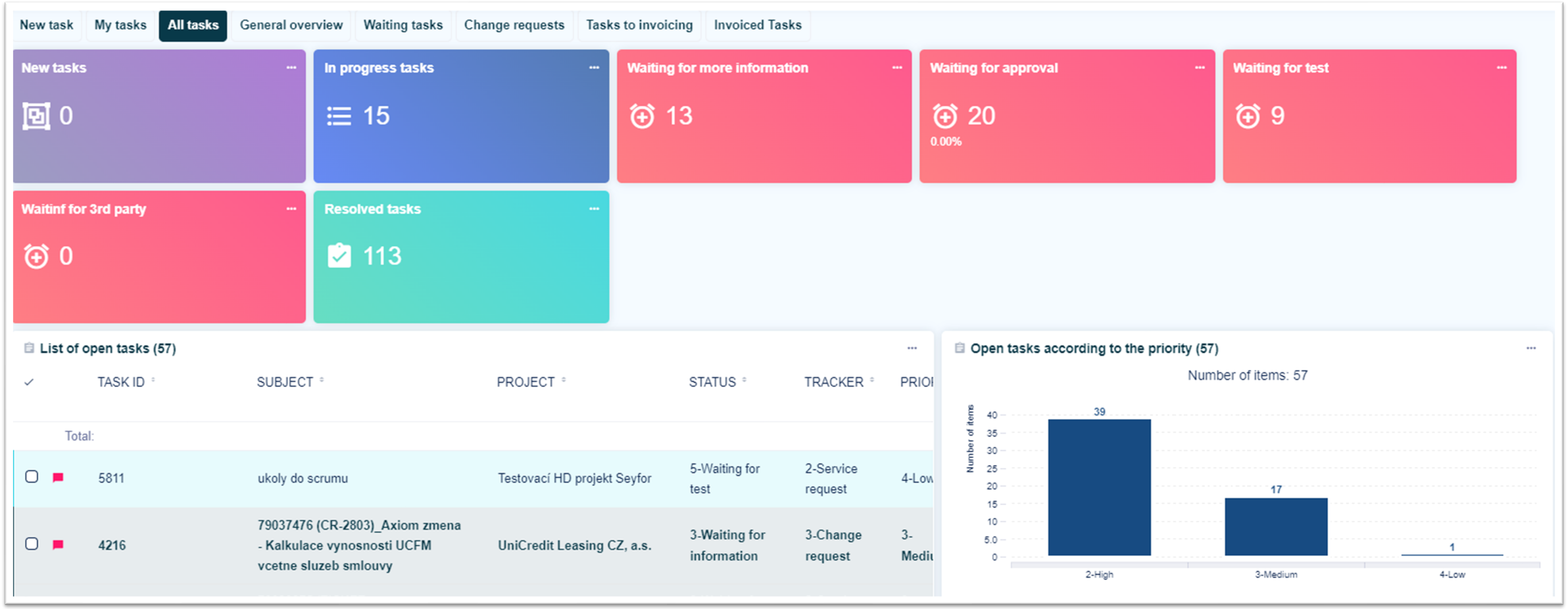
List of tasks which the logged-in user is the author:



- At the top there are overview boxes for each statuses
- Below is a list of open tasks
- Then there are graphical chart

Home screen description – All tasks

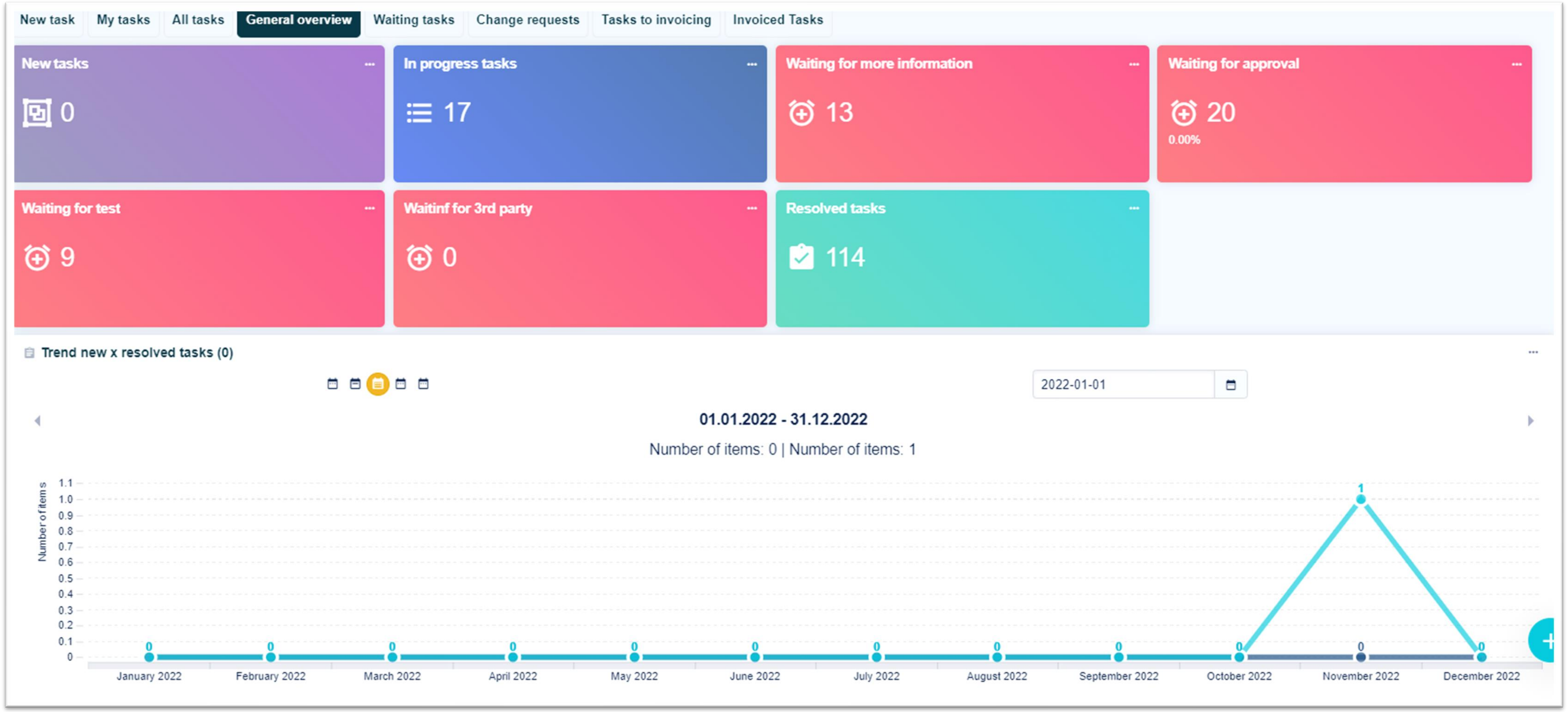
Overview of all tasks from all projects where the logged-in user is a member:



- At the top there are overview boxes for each state
- Below is a list of open tasks from other users
- Then there are graphical displays

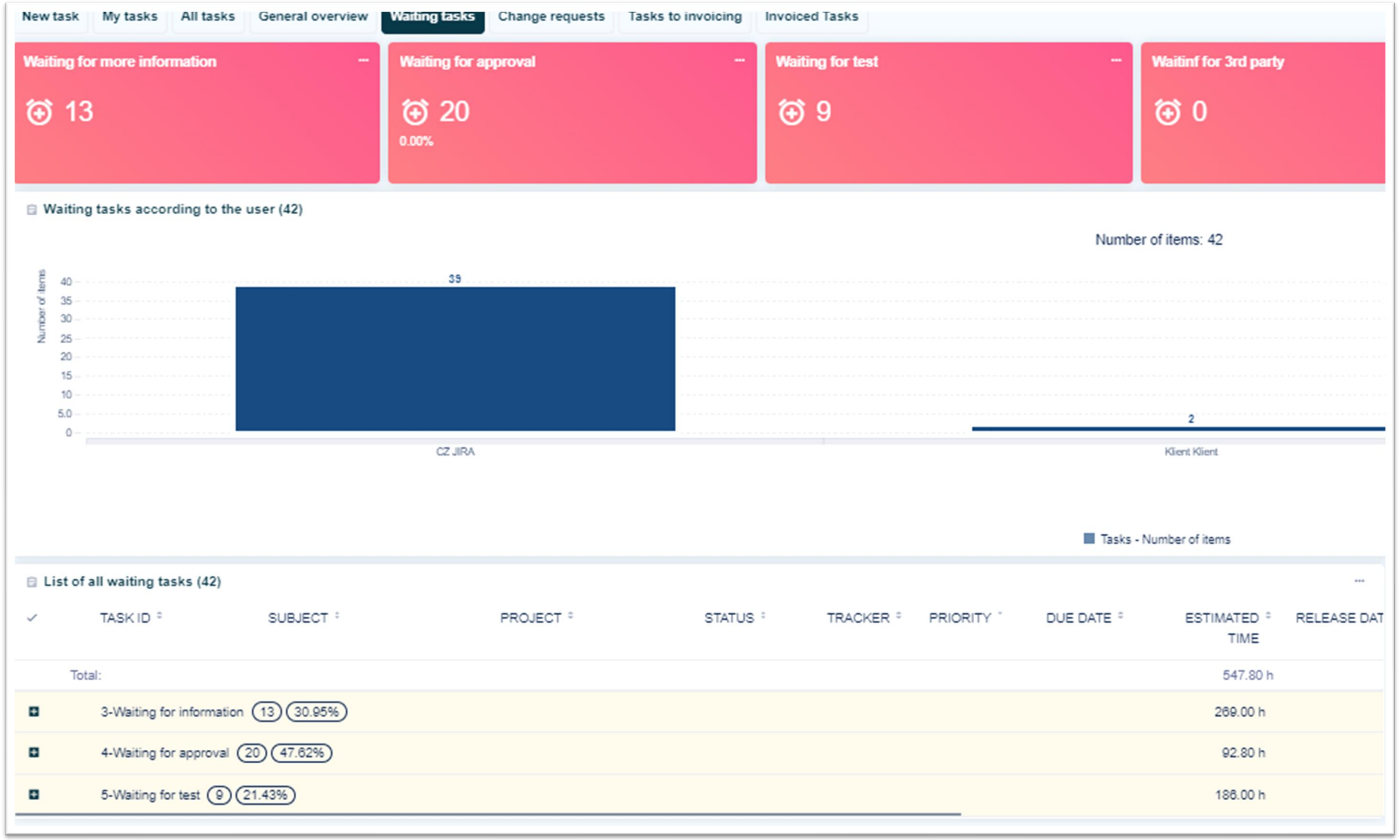
Home screen description – General overview

There are various views and statistics from all projects where the logged-in user is a member:



Home screen description – Waiting tasks

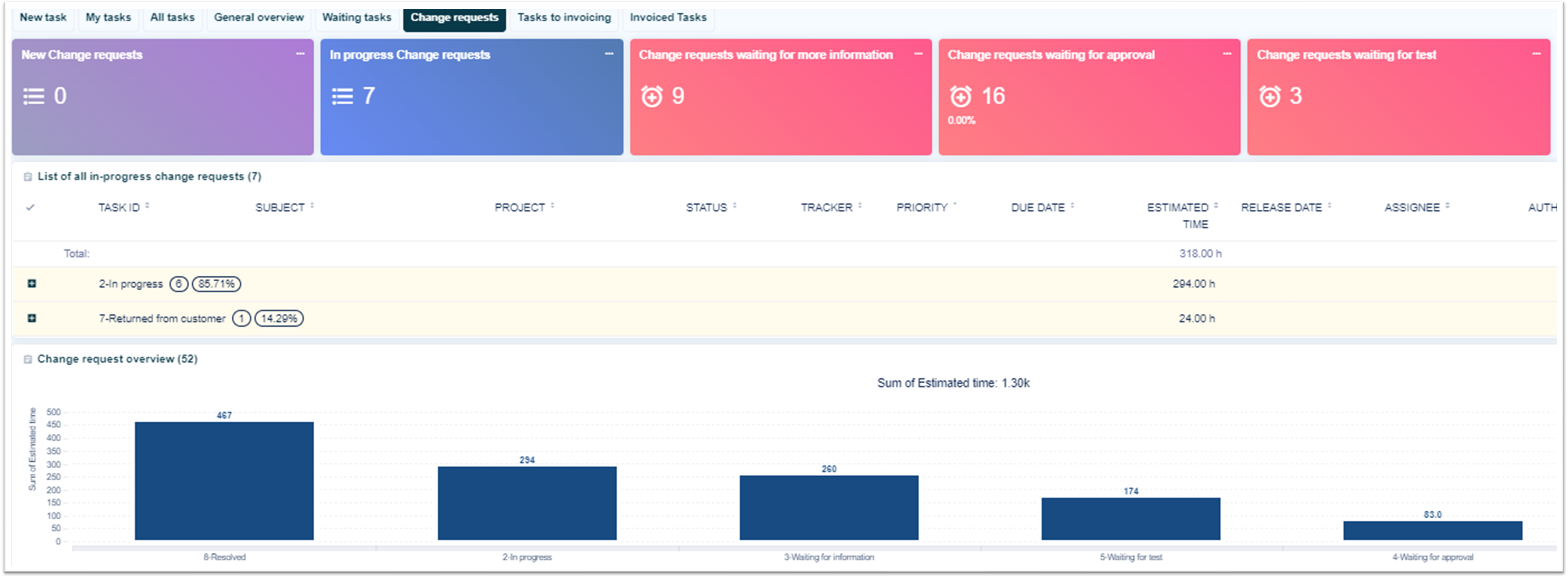
Overview of all tasks from all projects where the logged-in user is a member:



- At the top part there are overview boxes for each statuses
- Below is a list of waiting tasks by status
- Then there are graphical overviews

Home screen description – Change requests

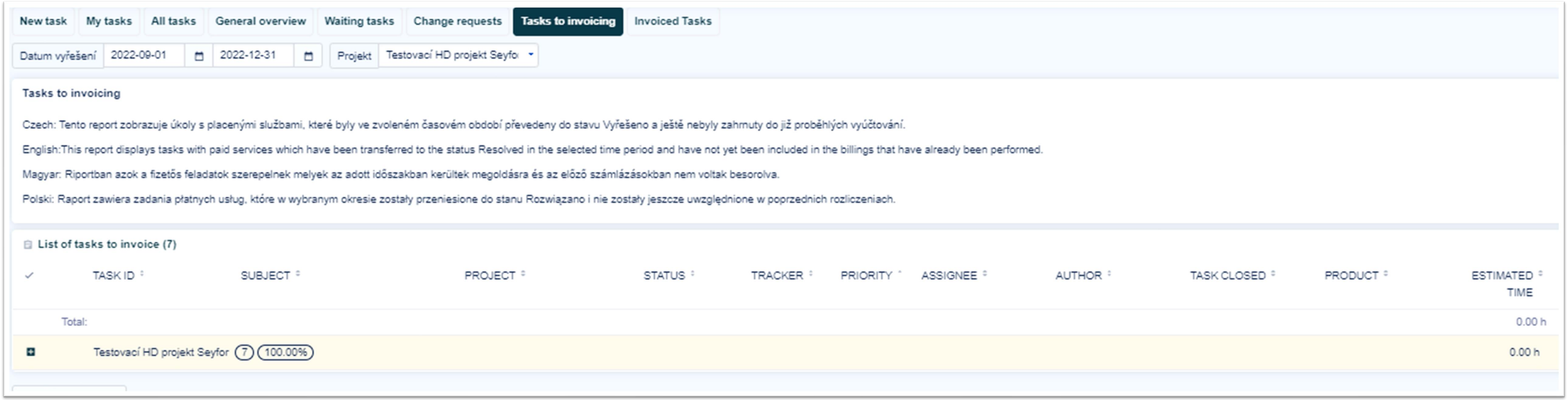
Overview of the status of change requests for all projects where the logged-in user is a member:



- At the top part there are overview boxes for each statuses
- Below is a list of change requests by statuses
- Graphical displays

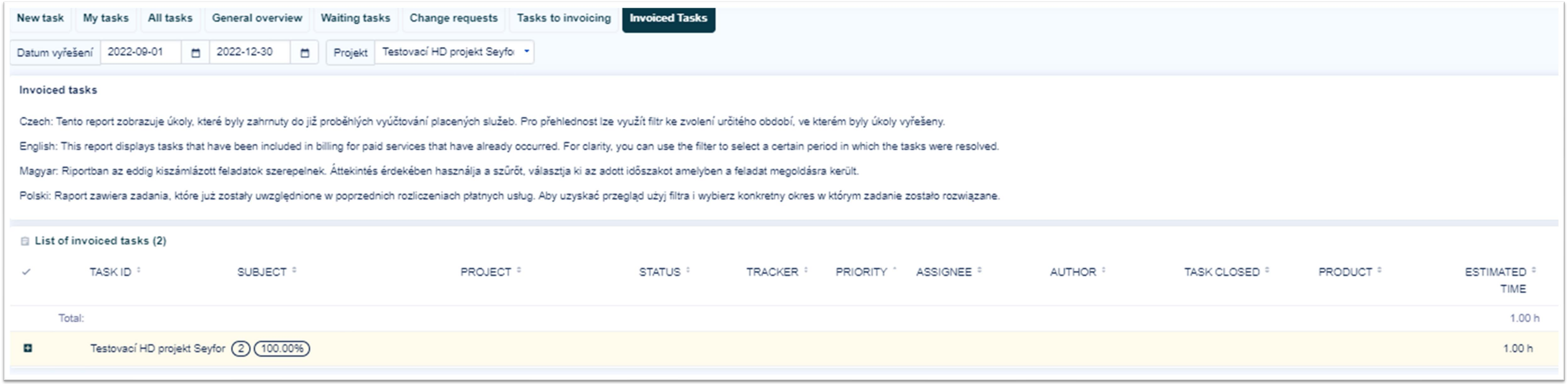
Home screen description – Task to invoicing

This report displays tasks with paid services which have been transformed to the status Resolved in the selected time period and have not yet been included in the billings that have already been perfomed:



Home screen description – Invoiced tasked

This report displays tasks that have been included in billing for paid services that have already occurred. For clarity, you can use the filter to select a certain period in which the tasks were resolved.



Searching and logout

In the upper right corner, you will find a window for entering a full-text search.

Next to the full-text search window you can find the "Logout" button to log out of the HelpDesk.

Working with Helpdesk

Request lifecycle

„Bug (Incident)"

Activities	Creating a request	Takeover and handling of request	Waiting for customer response	Customer statement	Closing the request
Requirement status	New	In progress	Waiting	Returned from customer	Resolved

"SERVICE REQUEST" AND "CHANGE REQUEST"

Activities	Creating a request	Takeover and workload estimation	Confirmation of workload	Handling of request	Waiting for customer response	Customer statement	Closing the request
Requirement status	New	In progress	Waiting	Returned from customer	Waiting	Returned from customer	Resolved

Status New task

There are two ways to establish a new task:

1. In the user interface - described above in the manual

2. By sending an e-mail:
- A task can be created by sending an e-mail to **helpdesk.iao@seyfor.com**
- A task created in this way always has a priority of "Medium"

An e-mail sent to a specific employee of our company will not be considered as a registered task.

Status - Waiting

The task with statuses which you can find below needs your attention because they require your interaction!

Waiting for request- the task is waiting for additional information from the customer to allow the solver to continue the solution

Waiting approval of estimate - waiting for customer approval of work estimate

Waiting for test - the task is solved and waiting for testing results from the customer

Waiting for the 3rd party - waiting for the third party to respond

Waiting tasks – Customer respond

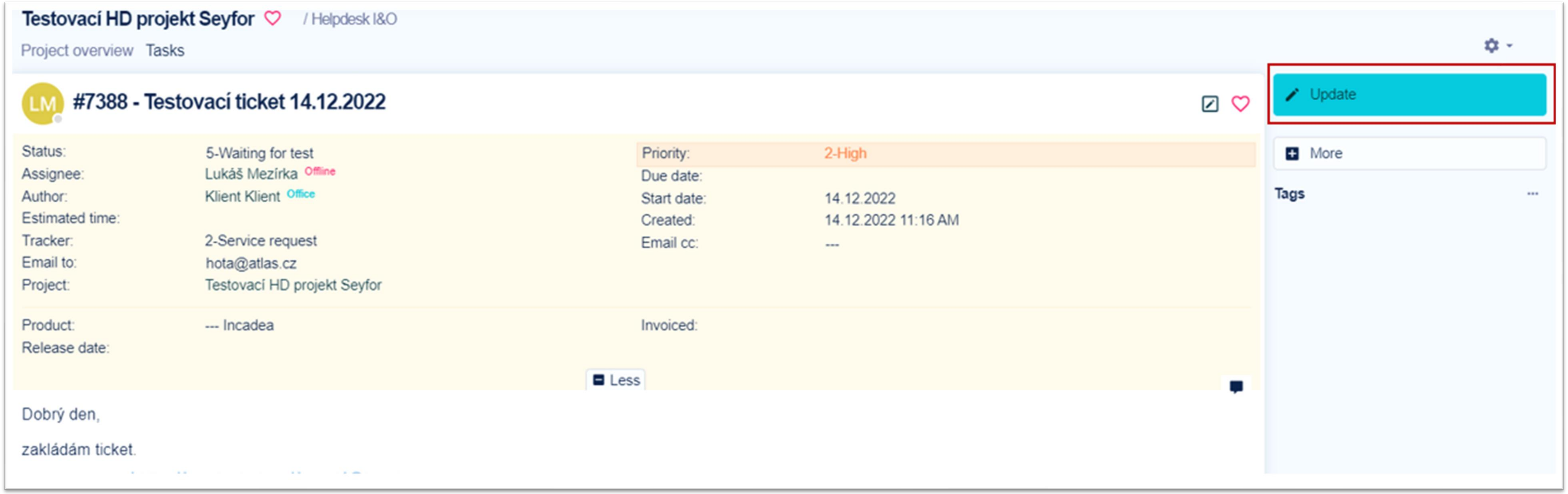
In the task list, especially under the tab „Waiting tasks" tab, select the relevant task and click on the **subject**.

List of all waiting tasks (4)

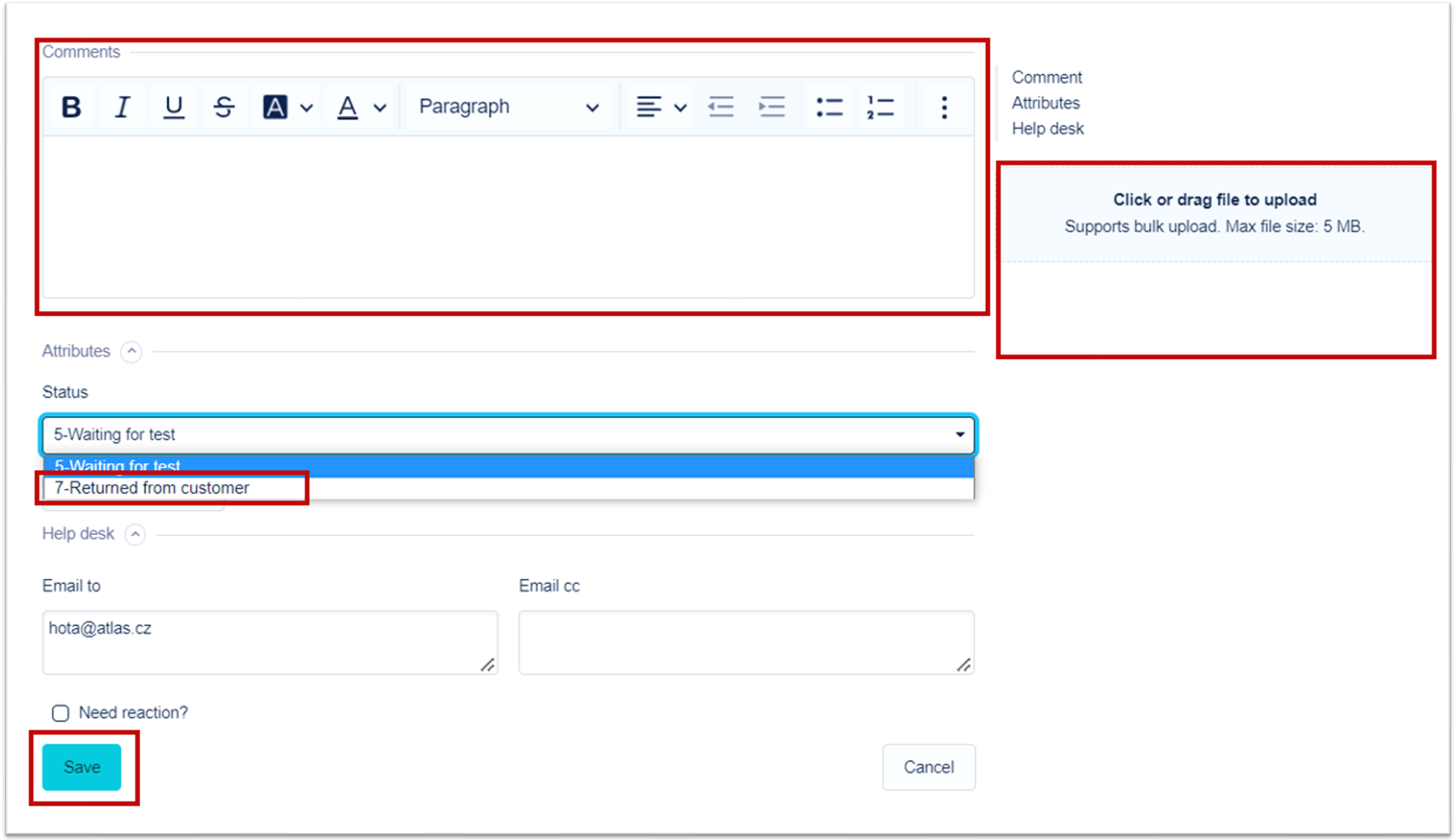
✓		TASK ID	SUBJECT	PROJECT	STATUS
		Total:			
		3-Waiting for information (3) (75.00%)			
		5790	Test priority z mailu - 8.11.2022	Testovaci HD projekt Seyfor	3-Waiting for information
		5766	Test 7.11.2022	Testovaci HD projekt Seyfor	3-Waiting for information
		8179	Fwd: Tiket k testu odesílání příloh - z mailu	Testovaci HD projekt Seyfor	3-Waiting for information

Waiting tasks – Customer respond

You will see the detail of the selected task and click on the "**Update**" button:



Waiting tasks – Customer respond

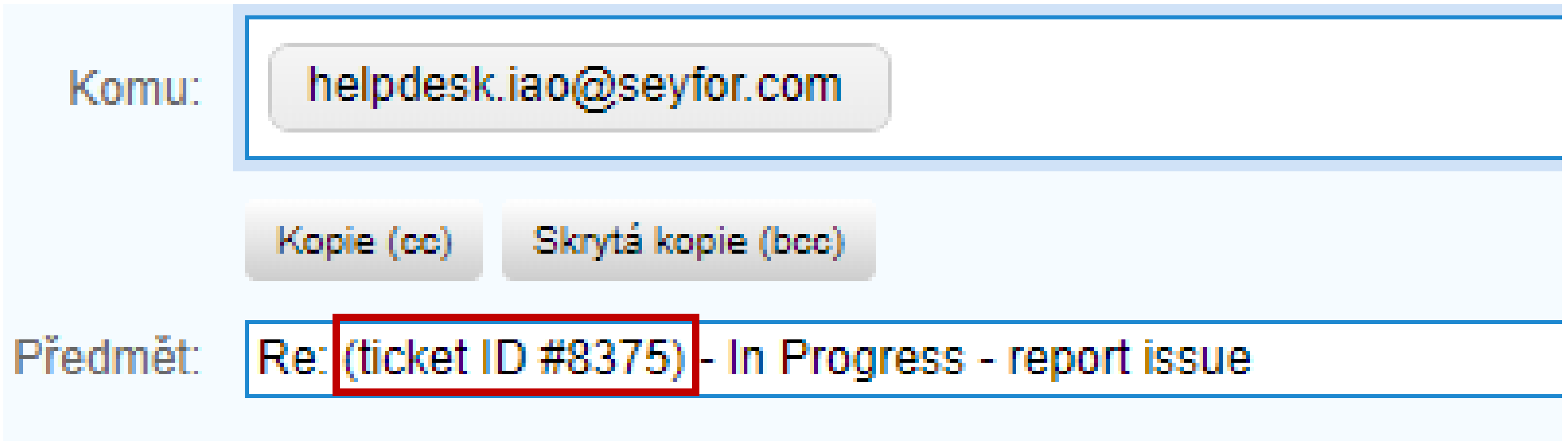


1. It will open a form for you to enter your response
2. **Change the task status to "Returned from customer"**
3. Type your reaction in the "Comment" field
4. You can attach an attachment
5. Select the "**Save**" option

Response to notification e-mail

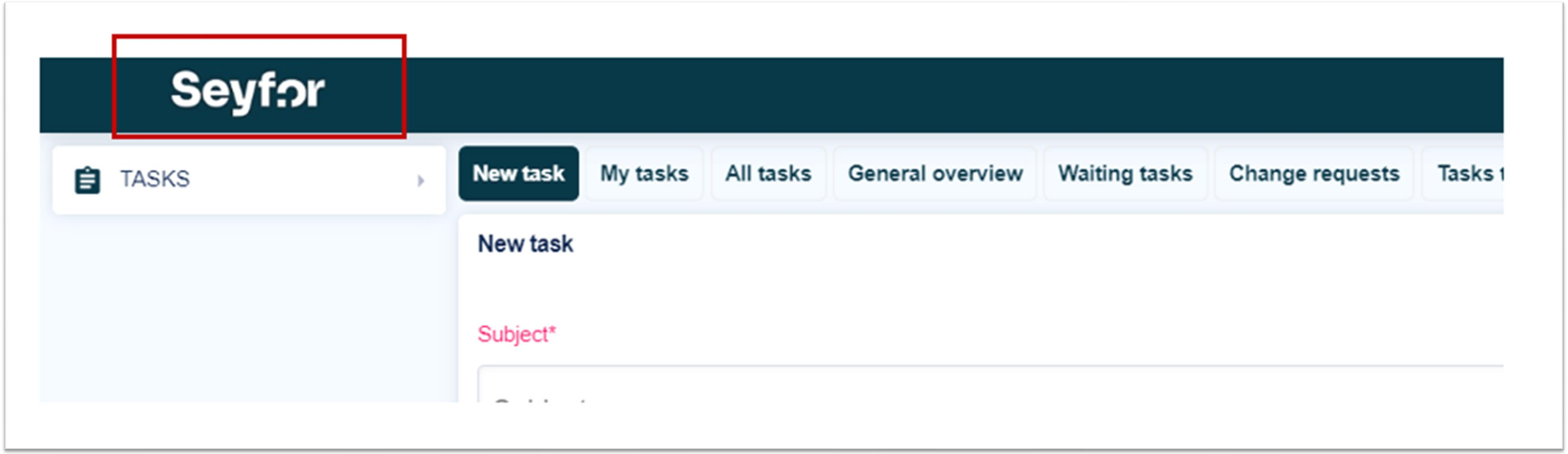
If you want to respond to a received notification, always use the reply **(RE:) function.**

A link with the task ID number must always be left in the subject line of the e-mail to associate it with a specific task:



Come back to main menu

If you want to come back from whatever window to main menu, just click on icon **SEYFOR** which is placed in the upper corner.



We are looking forward to working with you.

Thank you

Seyfor